CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D3) STRUCTURES AND MATERIALS COMPETENCY (SMC) COMPUTER SYSTEM AND WEB DEVELOPMENT SUPPORT AND MAINTENANCE

   TA No: RC001-Rev6

   Task Area Monitor: **Alternate Task Area Monitor:**   None

   NASA POC: None   **Software Control Class:**   Low Control

   Type of Task: Non-Recurring Task

2. **BACKGROUND**

   The Structures and Materials Competency support many business projects and programs at NASA Langley Research Center. The operational environment includes software that consists primarily of standard office applications and graphics software. On-site support for hardware and software is required to maintain network security and administrative resource availability for NASA personnel, contractors, and grantees, within and outside the Langley network domain. This will include an archive of templates and materials to support on-going project planning, development and presentations.

3. **OBJECTIVE**

   The objective of this task assignment is to provide support for the Structures and Materials Competency. The Contractor shall design, develop, and support websites to promote and represent NASA's technology projects. The contractor shall recommend methods to enhance and improve the websites as necessary and design the site according to accepted design practices and for maximum public interest. The web sites should take advantage of the latest technology available for web design and desires a site with innovative design elements and presentation. Templates for presentation material shall be developed and enhanced as required by on-going status reviews.

4. **GENERAL IT SUPPORT SERVICES**

   Services Specified Through Exhibit A:
   The Contractor shall provide support for the following:
   a) Remain aware of all on-going projects in SMC; assist in the projects to maintain a fresh look by updating any visual communications.
   b) Participate on government teams and groups as requested by TAM for the purpose of site design and development, program requirements for any new or existing projects, testing, and consultation.
   c) Perform IT studies analyzing new technologies, analyzing feasibility of technical approaches, and analyzing existing environments, identifying constraints, deriving and analyzing alternative solutions, recommending approaches and solution, and estimating

costs and benefits.
d) Provide support material and production services for the following:
1. Presentations
2. Exhibits and displays
3. Patent and technical drawing
4. Technical graphs and charts
5. Brochures

e) Maintain the SMC web site accessibility to users in accordance with 508 specifications and compliancy and appropriate LMS requirements.

Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Section 4.7 and Section 4.8 clauses a) and c) of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:
For systems that are covered under vendor or third-party hardware or software maintenance contracts, the Contractor shall obtain quotes for replacement parts or upgrades and provide them to the LaRC point of contact for procurement.

Contractor personnel will be located on-site in the appropriate SMC office area. Operations outside of normal working hours will be monitored and problems will be reported to the Technical Monitor within 2 hours of the start of the next business day.

General IT Support Services Performance Metrics
Performance Standard: Performance Standard: Performance Standard: Assigned activities are accomplished satisfactorily and within the pre-determined schedule to permit 1) uninterrupted support of the daily operations for assigned projects in SMC, and 2) application of newly developed/modified industry standard web and presentation technology
Performance Metrics:

Exceeds:	All assigned activities are accomplished satisfactorily on or ahead of the pre-determined schedule. Suggestions are made and acted on that lead to advancements towards the goals of the projects.
Meets:	Any deficiencies or slippage in one or more activities are offset by improvements or gains in other activities.
Fails:	Deficiencies or slippage in assigned activities have had a detrimental effect on the objectives of the operation of the SMC.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. **Exhibit A**

   None required.

8. **SPECIAL SECURITY REQUIREMENTS**

   None required.

9. **SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

   None required.

10. **JOINT REVIEW SCHEDULE**

    There will be a joint review of the work of this task at meetings to be held at the discretion of the TAM. The following persons or their alternates are required to attend: NASA technical monitor and Contractor personnel assigned to task. Technical performance, timeliness, cost, and staffing will be discussed.

11. **PERIOD OF PERFORMANCE**

    This TA is effective from 02/01/08 to 04/27/09

12. **TECHNICAL PERFORMANCE RATING**

    In evaluating Technical Performance, quality and timeliness shall be rated as follows:

    Quality: 60%   Timeliness: 40%

13. **RESPONSE REQUIREMENTS**

    This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. **FUNDING INFORMATION**

    Funding last submitted on 09/03/2008.

15. **MILESTONES**

    None required.

16. **DELIVERABLES**

    None required.

17. **FILE ATTACHMENTS**

None.